

If you are a council or housing association tenant, you can also contact your Tenancy or Housing Officer.

Alternatively, you can come into the Housing Reception and ask for an appointment with the Sanctuary Administrator (see below).

I'D LIKE MORE INFORMATION - WHO SHOULD I CONTACT?

Please contact the Sanctuary Administrator

Monday – Wednesday & Friday

9am -1.30pm

Telephone: 020 8726 6100

Email: housing@croydon.gov.uk

CROYDON COUNCIL

Housing Department
Taberner House
Park Lane
Croydon CR9 3JS



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Helping people cope with crime



CROYDON SANCTUARY PROJECT

Preventing homelessness



CROYDON SANCTUARY PROJECT

WHAT IS THE SANCTUARY PROJECT?

The Sanctuary Project is a scheme set up by Croydon Council's Housing Department, the Police and agencies to help victims of domestic violence and other hate crimes to remain in their homes.

WHAT DOES THE PROJECT DO?

If a person is eligible for the scheme, arrangements will be made for a Crime Prevention Officer to visit their home. The Crime Prevention Officer will carry out a security survey and recommend security measures. The council will then arrange for a specialist contractor to carry out the works.

WHO IS ELIGIBLE?

The scheme is intended for people who, if the works were not carried out, would have to leave their home. To be eligible they must have current involvement with the police or receiving support from an appropriate agency as a result of domestic violence or other hate crime, live in the borough of Croydon and have the legal right to change locks on the property.

DO THEY HAVE TO BE A COUNCIL TENANT?

No, the scheme is open to council tenants, housing association tenants, owner occupiers, and private tenants. We will need to ask for the landlord's permission if they are a private or housing association tenant. Housing Associations may be asked to contribute towards the cost of the works.

I WOULD LIKE TO REFER A FRIEND TO THE SCHEME

It would be best for the person to contact one of the agencies listed below. If you have any queries, please contact the Sanctuary Administrator.

I AM SUFFERING FROM DOMESTIC VIOLENCE OR HATE CRIME AND WOULD LIKE SOME HELP FROM THE SCHEME - WHAT SHOULD I DO?

It is advisable that you approach one of the following organisations who can refer you to the scheme:

- **Family Justice Centre**
69 Park Lane, Croydon
Telephone: 020 8688 0100
(appointment only)

- **Family Justice Centre Lay Advocates (formerly Croydon Domestic Violence Advocacy Service (based at the Family Justice Centre))**

Offers help and support for people experiencing domestic violence.

- **Community Safety Unit (based at the Family Justice Centre)**

Telephone: 020 8649 1850

Investigates domestic violence, harassment and hate crime.

- **Croydon Women's Aid**

Telephone: 020 8679 8848

Offers emergency accommodation for women and children escaping from domestic violence.

- **Victim Support**

Telephone: 020 8681 7711

Trained volunteers offer free support and practical advice to victims of crime.